

Job Description

Position:	Customer Experience Specialist
Reports To:	Customer Experience Manager
Employment:	Full-Time
Location:	Maroochydore (hybrid)

Who is OfficeHQ

OfficeHQ is a global success story. You may have already spoken to one of our receptionists without realising it. Our highly skilled reception team professionally answer calls on behalf of hundreds of thousands of businesses, providing that all-important human contact for customers. Our telephone answering services range from simple message-taking and transfers, through to complex call scripts and appointment scheduling. We take immense pride knowing our services are enabling thousands of businesses to connect with their customers, every single day.

What We Offer

OfficeHQ offers:

- flexible working with hybrid work from home
- great team environment
- competitive salary
- work-life balance
- wellness and reward benefits programs
- opportunity to work in global markets
- parking pass available for days in the office
- comfort knowing you work for an ethical, environmentally conscious and charitable company

Being part of the OfficeHQ journey promises to be an exciting and engaging experience with lots of autonomy and the opportunity to develop new skills.

Role Purpose:

In this role, you will interact directly with OfficeHQ clients to answer questions, solve problems, provide education, process payments and maintain the company's reputation for high-quality service. You'll be delivering exceptional customer service over multi-channel platforms including phone, email and in time, social, messaging and chat. You'll have the opportunity to interact directly with large businesses, corporates and councils, helping them to build and maintain complex call flows to keep their businesses running smoothly.

Key Responsibilities and Tasks:

- **Design, build and maintain receptionist call flow instructions**
 - Create and update simple client accounts with efficient and accurate scripting
 - Design, build and optimise call flows for accounts with CRMs, diaries and complex scripts
 - Ensure account call durations remain within an acceptable range for plan type
 - Check-in with clients at defined intervals to ensure account satisfaction is maintained

- **Provide high-quality customer service to retain existing clients**
 - Efficiently resolve client and receptionist-initiated service requests via all channels
 - Check-in with high usage clients to recommend more cost-effective plans
 - Take ownership of client complaints to resolve swiftly and without escalation
 - Educate and support clients to make account changes using self-service tools
- **Effectively manage billing and payments**
 - Contact clients to resolve issues with declined payments and attempt re-processing
 - Follow-up overdue accounts and manage requests for payment extensions, where required
 - Manage disconnections when accounts exceed overdue thresholds
 - Support billing enquiries and assist with right-planning
- **Nurture a pipeline of prospective and trial customers**
 - Assess confidence level for new prospects and schedule prioritised follow-ups
 - Assist new and trial customers with information on products, pricing, availability and use
 - Facilitate a positive trial experience and encourage high levels of trial usage
 - Successfully guide prospects towards a paid service upgrade
- **Provide customer service leadership to aid loyalty and retention**
 - Manage requests for cancellations and genuinely attempt to save
 - Work with reception team to review complaint themes and attempt to address
 - Assist with escalated client complaints and apply credits as appropriate
 - Build loyalty through good service and encourage client testimonials
- **Provide proactive Account Management support to high-value clients**
 - Review usage, plan size/type, call flows, complaint volume and overall satisfaction
 - Serve as the escalation point for customer issues and identify areas for improvement
 - Educate clients on new products and assist them to grow their relationship with OfficeHQ
 - Bring the “customer voice” into OfficeHQ, and advocate for our clients’ needs

Knowledge & Experience Requirements:

- 3+ years’ experience in a Customer Service Representative role, preferably B2B
- Inbound sales experience would also be well regarded
- Outstanding communication skills both verbal & written
- Strong computer skills
- Strong organisation skills
- Demonstrated negotiation and complaint resolution skills
- Experience with helpdesk ticketing systems would be highly regarded

Personal attributes

- Analytical mindset and an ability to learn new tools quickly
- Strong attention to detail and a proven ability to get things right first time
- Ability to work both autonomously and as part of a team
- Positive, client-focused attitude
- Ability to thrive in a fast-paced environment

Physical setup

- A private space to work from home
- Personal computer suitable for working from home: CPU Intel i5 or Ryzen 5, with 8GB RAM
- 19" monitor with minimum of 1920x1080 resolution (preferably two screens)

Employment Term:

This is a full-time role of 37.5hrs per week. Flexible working to suit business needs is required.

Note:

This position description represents the role and responsibilities at the time of appointment, however due to the dynamic nature of our business, the key tasks and responsibilities are likely to evolve over time. The flexibility to adapt to any changes should be considered a key requirement of working at OfficeHQ.